

The Report for the 12th A1-HRD Meeting held in Bangkok, Thailand

The 12th A1-HRD Meeting held in Bangkok, Thailand by Metropolitan Waterworks Authority(MWA) in September 2019. Members actively exchanged information and opinions about the meeting theme “Human Resource Development”

【Participation Organization】

- [Thailand] Metropolitan Waterworks Authority(MWA)
- [Korea] The Office of Waterworks, Seoul Metropolitan Government
Korea Water Resources Corporation(K-water)
- [Japan] Bureau of Waterworks, Tokyo Metropolitan Government
- [Taiwan] Taiwan Water Corporation(TWC)

【Outline of Presentations】

Theme1 「HR Transformation in the Digital Era」

●Metropolitan Waterworks Authority (MWA)

“MWA HRD in the Digital Era”

- Challenges and MWA strategies in the digital era
- Implementation of digital leader development program for specific manager groups
- Implementation of digital expert and data scientist development programs for general employees who desire to take the programs
- Implementation of training to improve digital literacy for all employees

●Bureau of Waterworks, Tokyo Metropolitan Government

“IT Technology and Human Resource Development at the Waterworks Emergency Service Unit”

- Outline of the Water Emergency Service Unit and its role in emergencies
- Use of IT technology in the Waterworks Emergency Service Unit including cavity surveys with an underground radar and the water pressure check system with PHS
- Training using IT technology for employees and efforts in liaison with other departments

●The Office of Waterworks, Seoul Metropolitan Government

“System Management and Education for Waterworks Business”

- Three major systems in waterworks

「Arisu Integrated Information System」

For integrated remote monitoring of the whole process from producing to supplying tap water

「Arisu Information System(Water Fee Management System)」

To manage revenue like meter reading charges, receiving payment, delay in payment and automatic payment, etc.

「Geography Information System」

To manage construction, pipeline network, leakage and facility by introducing 3D GIS

Theme2 「Collaboration of HRD and Line Managers to Develop Staff」

●Taiwan Water Corporation(TWC)

“Collaboration of HRD and Line Managers to Develop Staff”

- Background of the challenge : Decrease in number of skilled technicians due to the unbalanced age composition of workforce
- Implementation of training with the cycle of Plan→Design→Do→Review→Outcome
⇒Employee’ s actions in a variety of tasks have changed and improved
- A new training center with equipment for practical training is under construction to develop skilled technicians

●Bureau of Waterworks, Tokyo Metropolitan Government

“To Establish a Human Resources Foundation at Tokyo Waterworks Bureau”

- Current situation and challenges surrounding Tokyo Waterworks including the changes in workforce composition and various threats against a stable water supply
- It is necessary to develop human resources who have comprehensive practical operations capabilities backed by onsite experience and can flexibly deal with onsite situations
- Liaison between the HRD department and OJT through OJT cooperation, information sharing with the Knowledge Bank, the Tokyo Waterworks Expert Program, etc

●Korea Water Resources Corporation(K-water)

“Collaboraiton of HRD and Line Managers to Develop Staff”

- Role and training program of K-water Academy for HRD
- Introduction of facilities at K-water Academy with a variety of practical equipment including a distribution pipe network learning facility, water purification plant for training, large -scale ground centrifuge, etc
- Role of line managers and efforts for collaboration with the HRD department to support line managers through various kinds of leadership training

●Metropolitan Waterworks Authority(MWA)

“Collaboraiton of HRD and Line Managers to Develop Staff”

- Variations in the age profile of employees and differene in the perception of jobs between generations of employees
- Efforts for collaboraitons between HRD managers who support line managers and plan effective training environments and the line managers who are responsible for employee training

【Discussions】

●About the 13th Meeting

Korea Water Resources Corporation(K-water)will host the 13th meeting in Daejeon, Korea.

The themes of the 13th meeting have been decided as follows.

- (1) “Water Education Programs: Enhancing onsite work capabilities through hands-on training”
- (2) “Human Resources Development to Gain Trust from Customers”



Member Group Photos



Meeting Room



Visiting Bangkok Water Treatment Plant



Visiting Training Center(M-WIT)and Experience of Water Leakage Detection Device Using AI